



TRAINING NEWSLETTER

November 2006

COACHING IS CRITICAL...

Supervisors, managers and leaders in many organizations say they spend too much time coaching poor performers. In addition, those poor performers try to influence middle and top performers to “stop doing so much!” Often, leaders in these situations have been promoted without the benefit of training specifically geared to resolve performance issues. So, those leaders just don’t know what to do about poor performance or how to coach for top performance.

In the end, organizations without great coaches suffer. The best organizations, on the other hand, have coaches who know how to get the best out of almost everybody and those who are not “coachable” leave. The best organizations enjoy:

- ◆ Higher productivity
- ◆ A vibrant and alive high-performance culture
- ◆ Strong accountability throughout the organization
- ◆ Break-through innovations
- ◆ Enlivening teamwork spirit
- ◆ Enthusiastic and empowered employees

Situations when coaching skills can help...

I have shown her how to do the job many times  
but it doesn’t seem to stick.  
That employee just flat out refuses to do what I ask.  
When I talk to him, I get the blank look.  
She nods her head and agrees and then does nothing.  
What should I do when there is no follow-through?

Coaching and Leading  
for Top Performance

Thursday, November 30<sup>th</sup>  
8:30 am – 4:30 pm

An engaging, valuable workshop instructed by Donna Honold and Chris Henry-Battell. Donna and Chris recently presented the workshop to a DHS agency and received exceptional reviews:

“(This workshop) helped me to understand why my staff might not be meeting goals and targets”

“Received lots of good tools to put into play”

“Donna and Chris were able to relate to government employees and the business we do”

“I learned several different techniques in coaching and am eager to practice them!”

“Enjoyed the constant interaction between the attendees and presenters”

Workshop take-aways...

◆ A method for coaching yourself in order to coach others  
◆ A Coaching Analysis Tool for diagnosing performance issues  
◆ Proven communication skills for conducting a coaching discussion  
◆ Ready responses to defensiveness, such as arguing, debating, and excuses  
◆ The latest ideas for what motivates people to top performance.

**Did you know?** There are many benefits of continuous learning, including success in your current position, increased likelihood for promotion, increased motivation and creativity, increased marketability and ongoing employability.

UPCOMING SEMINARS

[Coaching and Leading for Top Performance](#) (Nov 30)  
*Learn to spark peak performance from others through effective leadership and coaching techniques*

[Dimensions of Leadership](#) (Dec 1)  
*Discover how to lead teams more effectively by adopting leadership skills to fit individual situations*

[Time Mastery](#) (Dec 5)  
*Achieve balance at work and home utilizing a seven-step time management process and an individual Time Mastery Profile from Inscape publishing*

[ITE Excel Level 1](#) (Dec 7)  
*Explore the features, capabilities, and benefits of Microsoft Excel Instructed by DAS-Information Technology Enterprise*

Visit the PDS website for additional computer training opportunities in **Des Moines** and **Cedar Rapids**:  
<http://das.hre.iowa.gov/LearnAtPDS/> (See Computer Training)

Applications due

**The Certified Public Manager (CPM) program is recommended for all government organizations, big and small.**

**Managers, supervisors, project and program managers, please visit the CPM website for more information and application instructions.**

<http://das.hre.iowa.gov/cpm.htm>

**Please turn in all completed applications to Leslie Davenport (DAS-HRE) by December 1<sup>st</sup>!**

**Questions? Call (515) 281-5456**